

Online Travel Clinic Program

Presentation for OR/WA MGMA

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Background

- Idea presented for an all online travel clinic by an owner physician in Winter 2015
- Demand study showed a need for more travel medicine accessibility
- Physician received additional travel medicine education in Spring 2015
- Began first “interactions” in June 2015

Program Details

- Intent is for all interactions to occur online
- Billing sent to patient's insurance with \$60 charge (when applicable)
- Intake sheet form with travel details
 - Available on our website with fax or drop-off capability currently
 - Long range goal is electronic form via portal

Program Details (cont'd)

- Expectation of 1 week turnaround from date of form received
- Physician template created within EMR
- Communication mainly through secure email using our current firewall

Program Details (cont'd)

- Physician provides necessary information and guidance via secure email
 - Vaccines (as necessary) are ordered for in office encounters
 - Other vaccines not stocked have prescriptions sent to local pharmacy with stock
 - Communication via secure email is allowed through dates of travel

Program Results

(Data Through 03/31/17)

- Total Interactions: 3,390
- Revenue from Interactions: \$135,000+
- Physician time spent: 900 hours
- Patient Satisfaction: 99%
- Interactions “entirely” electronic: 97%
- Additional Vaccine Revenues: \$40,000+

Questions?

